AMENDMENTS TO THE CLAIMS

1 (Currently amended). A method of receiving and handling an order from a customer using an order-reception system which is comprised of at least one computer and has an order-reception subsystem, business management subsystem and order-entry subsystem, comprising the steps of:

registering, by the order-entry subsystem, price information designating a price of a commodity, in a database of the business management system;

creating, by the order-reception subsystem, an order form for purchasing commodities and a catalog, based on the price information;

registering, by the order-reception subsystem, sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

storing, in a sales-information database comprising a storage by the order-reception subsystem, Bulletin Board System information to be posted on a Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

displaying, by the order-reception subsystem, the Bulletin Board System information on the Bulletin Board System style page;

displaying, by the order-reception subsystem, the sales-promotion materials;

receiving, by the order-reception subsystem, customer order information sent from the customer, said customer order information including customer information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer and support request information representing contents of a support request;

performing, by the order-reception subsystem, the order reception processing based on the received customer order information;

determining, by the order-reception subsystem, to deliver the commodity specified in the ordering information and to provide a support specified in the support information, based on a result of the order reception processing;

confirming, by the order-reception subsystem, whether the commodity is delivered and the support is provided;

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